

QUICK START MANUAL

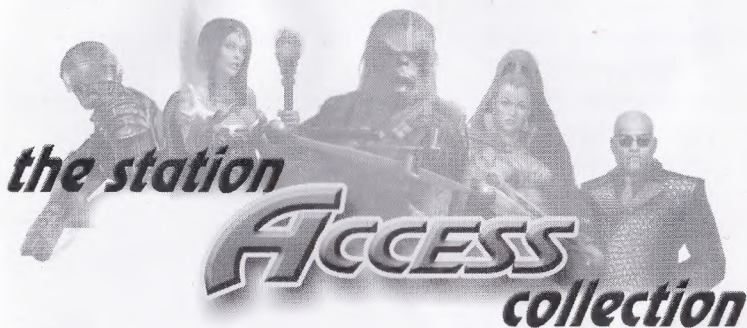


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Minimum System Requirements

EverQuest® Evolution™

Windows® 2000/ME/XP

Pentium® 2 400 equivalent processor or greater

256 MB RAM

ATI Radeon 7500/NVidia GeForce 1 equivalent or greater

DirectX compatible audio device

28.8k+ Internet connection

500 MB hard drive space

DVD-ROM

DirectX 9.0c

EverQuest® II

Windows 2000/ME/XP

Pentium III 1GHz or greater processor

512 MB RAM

DirectX 9 compatible graphics card with pixel shader
and vertex shader compatible hardware and 64 MB
of texture memory

DirectSound compatible audio device

56k Internet Connection

DVD-ROM

7 GB Hard Drive Space

The Matrix Online™

Windows 2000/ME/XP

512 MB RAM

Programmable Shader (Radeon 8xxx, 9xxx and above,
GeForce 3Ti, 4Ti and above) DirectX 9 compatible
card with 64 MB VRAM

PC with 1.4 GHz CPU

DirectX9 compatible sound card

7 GB available HDD space

ATA100/DMA or faster HD

56.6k Internet connection

DVD-ROM Keyboard and mouse

PlanetSide® Aftershock

Windows 2000/ME/XP

Pentium III 1.0 GHz or greater processor

256 MB RAM

GeForce2 class video card with 64mb video RAM or greater

DirectX 8.1 or higher compatible audio device

56k Internet connection

DVD-ROM

3.2 GB free hard drive space

Star Wars Galaxies®: Starter Kit

Windows 2000/ME/XP

Intel P3 1 GHz or AMD Athlon 1 GHz

512 MB RAM

32 MB 3D graphics card with hardware transform and lighting (T&L) capability

DirectX 9.0c compatible audio device

56.6k Internet connection

DVD-ROM

2.14 GB of free hard drive space

Introduction

Thank you for purchasing The Station Access™ Collection. You now have the best massively multiplayer games from Sony Online Entertainment all in one package. This guide will help you install the massively multiplayer online titles included in this package.

First, please check that your system meets the Minimum System Requirements for the game(s) you would like to install and play. Your system must meet these requirements for the game to function properly.

Installing the Games

Follow these steps to install the game titles of your choice:

1. Insert "The Station Access Collection Disc 1" into your DVD-ROM drive. If the disc does not automatically play, open My Computer and double-click on your DVD-ROM drive. Double-click the "Station Access Install" icon to start the installation.
2. Select the games you would like to install by marking the checkboxes next to each title.
3. Click "Install" at the bottom of the window. Insert any additional discs when prompted.

When installation is complete, a shortcut for each title you selected will appear on your desktop.

Online Manuals

For detailed gameplay instructions for each game, please visit these sites on the Web for complete downloadable manuals.

EverQuest Evolution

www.everquest.com/manual

EverQuest II

eq2players.station.sony.com/en/support_article.vm?label=EQIIManual

The Matrix Online

thematrixonline.station.sony.com/game_basics.vm

PlanetSide Aftershock

planetside.station.sony.com/howto/manual_index.jsp

Star Wars Galaxies: Starter Kit

starwarsgalaxies.station.sony.com/players/manual/.jsp

Quickstart Guides and Hotkeys

These instructions will give you a quick guide to the controls used in each game. In order to play these games you must first establish an Internet connection.

To launch a game, connect to the Internet and follow these steps:

1. Double-click on the game's desktop shortcut.
2. The game will check for updates. This will download any additional files that have been changed or added. When you do this for the first time, it is normal to download several files as these games are updated on a regular basis.
3. You will be prompted to log in with a Station Account. If you already have a Station Account, you may use that to log in. Otherwise, click the link to start a new account.
4. You will be prompted for an account key to activate the game you are playing. This key is located in the Station Access Collection packaging.
5. When your account is set up and your game is registered using the account key, you are ready to play!

As a brand new subscriber to each of the games included in the Station Access Collection, your first 30 days of access

is included. After that trial period the standard subscription fees will apply for each game.

At the end of your trial period, consider purchasing the Station Access subscription plan, particularly if you enjoy playing more than one game. Station Access gives you access to ALL the games included in this Collection pack for one monthly subscription fee.

Visit www.station.com/stationaccess for more information on the Station Access subscription!

EverQuest® Evolution™ Quick Start Guide

When first playing EverQuest, you will be asked to select a server on which to play. Select a server on the list, then click **Play EverQuest**.

Click on **Create a New Character**. Distribute points into your character's physical and mental attributes. The attributes most valuable to your character will be highlighted in green so you may choose to spend more of your allotted points on these.

You will then have the opportunity to pick a character name. It is strongly suggested that you read the EverQuest Naming Policy to choose a suitable name (eqlive.station.sony.com/support/rulesandpolicies.jsp). If you're stumped for a name, you may click **Get Name** to have a suggested name generated for you. Be aware that some of these names have been taken by other players, so you may not be able to get a generated name approved every time.

Once you have chosen a name you may be presented with an option of a starting city and deity. Make your selections and then click **Enter World** to start the game.

EverQuest® II Quick Start Guide

Once you are logged in and the EverQuest II client has checked and downloaded updates, click the **Play** button to create your character.

When the main screen appears, click the **Create Character** button in the lower right. You will have the opportunity to select a race first, as well as gender. Click "Next" when you are done. Depending on your character race you may next have a choice of starting city: Qeynos for good aligned characters, Freeport for evil. Click "Next."

Customize the appearance of your character using the buttons and sliders, or randomly generate your character appearance using the **Randomize All** button. Click "Next" when satisfied.

Finally, pick a name (or click the **Get Random Name** button to have one generated for you) and a server on which to play. There are a variety of servers to choose from, and a few have special attributes:

Antonia Bayle, Lucan DLere	Roleplaying Preferred Servers
The Bazaar	Station Exchange™ Server*
Innovation, Valor	German Servers
Runnyeye, Splitpaw	British Servers
Sebilis, Veksar	Japanese Servers
Storms	French Server

* Playing on Station Exchange servers will give you access to Sony Online Entertainment's secure transaction system through which you can buy and sell in-game coins, items, and characters with other players for real-world money.

Click "Finish" when done. Your new character will then be ready. Click the "Play!" link to begin!

Default Key Assignments

A	Turn Left
D	Turn Right
W	Move Character Forward
S	Move Character Backward
Arrow Keys	Move Character
Q	Strafe Left
E	Strafe Right
Space	Jump
C	Crouch
X	Sit/Stand

K	Knowledge
J	Quest Journal
I	Inventory
L	Skills
M	Map
O	Socials
Y	Community
Alt+O	Options
H	Hail
T	Tell
G	Group Say
R	Reply
Esc	Clear Target/Close Window
F1	Target Self
F2 - F6	Target Group Member
F7	Target Nearest PC
F8	Target Nearest NPC
F9	Toggles between First Person and Third Person
~	Auto Attack
Tab	Cycle Visible Targets
Print Screen	Screenshot
Page Up	Look Up
Page Down	Look Down
UI Toggle	F10
0 - 9	Activate Hotkeys
-	Activate Hotkey
=	Activate Hotkey

The Matrix Online™ Quick Start Guide

Getting Started in *The Matrix Online*:

Step 1: Create Your Character - Once you have successfully installed the game, the first time you play *The Matrix Online* you will have to create a character.

Step 2: Choose Your Character Personality - There are five categories of attributes: Perception, Focus, Reason, Belief and Vitality. To balance your attributes, you can select one of ten personality profiles. Each personality profile has one attribute that is higher than the norm (11), and one that is lower (5), with the rest being average (8).

Step 3: Customize Your Residual Self Image (RSI) - Once you decide on a personality profile, you can customize the appearance of your RSI. The character pool gives you a selection of four detailed character portraits. If you don't like the four you're presented with, you can select another four. Once you've selected a character, you can customize his or her physical traits and clothing.

Step 4: Name Your Character - After you have customized your character's RSI, you get to name your character and, if you wish, define his or her background story.

Step 5: Start Exploring Mega City - Once your character is created, you will be taken to a short training simulation that covers basic movement, using objects, communication with non-player characters and combat in the Matrix. Just follow the instructions on screen and feel free to take some time to look around the city.

Default Key Assignments

Movement

Run Forward	W
Walk Forward	Shift + W
Run Backward	S
Walk Backward	Shift + S
Turn Right	D
Turn Left	A
Strafe Right	E
Strafe Left	Q
Jump	Space
Use	Tab
Hyper Jump (requires Ability)	Ctrl + Space

Targeting

Show Selectable Objects	V
Clear Current Target	ESC
Target Self	U
Nearest Ally	F
Next Ally	G
Previous Ally	H

Nearest Enemy	Z
Next Enemy	X
Previous Enemy	C
Attempt Interlock Combat	-
Free Attack	=
Hotbar Slots 1 through 10	Number Keys 1 through 0

Open/Close UI Windows

Inventory	I
Actions	O
Status	P
Mission	N
Team	J
Map	M
Crew	[
Faction]
Options	\
Upgrade	L

Chat Controls

Toggle Chat	Enter
Reply	R
Chat Log On/Off	Alt + L
Scroll Chat Up	Ctrl + PgDn
Scroll Chat Down	Ctrl + PgUp
Next Message	Shift + Down Arrow
Previous Message	Shift + Up Arrow

Other Controls

Screenshot (JPG)	F12
Atlas	;
Hide/Unhide Player Names	Ctrl + T
Simulacra (Pet)	K
Hide/Unhide UI	Ctrl + U

PlanetSide® Aftershock Quick Start Guide

When you first create a character in PlanetSide, you will need to select a server to play on. Each server holds its own copy of the PlanetSide game world. When you create a character, it will only be playable on the server on which it was created. You may create up to eight characters on each PlanetSide server.

Your first choice for your character will be the Empire that your character serves. You may have characters from two of the three available Empires on each server. Choose your Empire by clicking on its logo. You will also choose a name for your character. Names may be any combination of letters or numbers up to 31 characters long. Each character's name must be unique on that server. No spaces or extended ASCII characters are permitted, however.

Next, select your character's gender and face. Finally, select your character's voice. This is what your character will sound like when sending Voice Macros. Clicking on each button will play a sample of that voice scheme.

After you have created your character, the character selection screen will show. Select your character and click **Play**. You will be given your choice of where you first want to appear in the world. Sanctuary is your Empire's home continent where you will be safe from the enemy while you select your certifications and gather your equipment. Instant Action will take you to a randomly selected region where your Empire is involved in heavy combat.

Default Key Assignments

Arrow Keys	Move Character
W S	Move Character
A	Strafe Left
D	Strafe Right
Q	Autorun
CTRL	Crouch
C	Crouch Toggle
Space	Jump

2	Use Right Back Holster
1	Use Right Hip Holster
4	Use Left Back Holster
3	Use Left Hip Holster
5	Use Knife
Left Mouse Button	Fire Weapon
Right Mouse Button	Change Fire Mode
X	Change Ammunition
R	Reload
G	Use Object
F	Drop Item
Esc	Clear HUD
Tab	3rd Person Camera
Z	Zoom
]	Map Increase Range
[Map Decrease Range
Tab	Mouselook
O	Character Pane
I	Inventory
P	Squad Pane
M	Overhead Map
Y	Vehicle Pane
U	Outfit Pane
Shift + P	Help
N	Cycle Char. Names
K	Infiltration Suit
F1 - FB	Hotkey Slots

***Star Wars*® *Galaxies*™: Starter Kit Quick Start Guide**

Step 1: Create Your Character - Once you have successfully installed the game you will choose a galaxy. The galaxy is your home base and where you will spend most of your time in-game. A recommended galaxy will be offered to you. After choosing your galaxy, you will begin creating your customized character.

Step 2: Choose Your Species - Once you have selected which galaxy you want to play in, you will have the option to select one of the ten species. After you select your

species, you will be able to choose your character's gender, clothing, name, and appearance.

Step 3: Choose Your Profession - Now that you have your character, you will be able to choose from one of nine iconic professions. Your profession path guides your character's activities in-game. You can click on each profession for a description or short video overview and see what exciting abilities you will master as part of each profession.

Step 4: Welcome to the Universe - Once you've created your character, you enter the galaxy where you are immediately greeted by C-3PO, Han Solo and Chewbacca. Han needs your help to fend off Darth Vader and the Imperial forces - right away you are off on your first adventure! Join Han and Chewbacca on the Millennium Falcon and you're on your way! May the Force be with you!

Default Key Assignments

Ground

Movement

W, Up Arrow	Walk Forward
S, Down Arrow	Walk Back
A, Left Arrow	Walk Left
D, Right Arrow	Walk Right

Combat

Point and Click	Combat Attack
Right-click	Specials
1 - 0 Keys	Prep Activities Bar 1-10
+ and = Keys	Prep Activities Bar 11,12
Right-click	Triggered Prepped Action

Chat

Enter	Start Chat
/tellname<message>	Start Private Chat
Enter	Send Chat Message

Interface

Alt

L

-

Free Mouse Mode (toggle)

Light (toggle)

Target's Radial Menu

Windows

Shift+Ctrl+H

C

;

K

Esc

I

J

M

O

V

P

Numpad + and -

Mouse Wheel

HUD Interface

Character Sheet

Command Browser

Datapad

Game Menu

Inventory

Journal (Quests)

Map

Options

Planetary Map

Profession Progression

Zoom in/out

Zoom in/out

Space

Flight

Mouse Left/Right

Up Arrow, W, =

Down Arrow, S, -

Left Arrow, Q

Right Arrow, E

A, Numpad 1

D, Numpad 3

Home

End

M

B

O

Turn

Increase Speed

Decrease Speed

Roll Left

Roll Right

Yaw Left

Yaw Right

Full Power

Full Stop

Match Target Speed

Engage Booster

Open/Close Wing(s)

Interface

Numpad

Numpad + and -

Mouse Wheel

Right click (Hold)

] and [

Rear View Camera

Zoom In/Out

Zoom In/Out

Free Mouse Mode

Cycle Component

G	Weapon Group Window
V	Ship Component Window
H	Hyperspace Map
N	Zone Map
Combat	
"JS" =	joystick button
* =	Add Shift to Target Previous Object of Same Type
Left-click, JS 1	Fire Current Weapon
1 - 5	Fire Weapon Group 1-5
Right-click, JS 2	Fire Current Missile
Center-click, Delete, JS 3	Fire Countermeasure
Tab	Cycle Next Possible Target
Tab, JS 6	Target Closest Enemy
T	Target Next Enemy Ship or Station*
R, JS 8	Target Last Attacker
+	Target Next Friendly Ship or Station *
Num Lock	target Lock
X, JS 7	Target Next Ship in Reticle *
Y	Target Next Space Object *
C	Target Cap Ship or Station
I	Inspect Target
Esc	Clear Target
Stations	
C	Target Cap Ship or Station
J	Talk with NPC Ship or Station
D	Dock with Target
L	Leave Station, Turret, etc.

Technical Support

Due to variations in today's hardware and software, please check the following before contacting Customer Service:

- Your computer meets or exceeds the game's minimum system requirements.
- You've installed the proper version of DirectX for the game and all hardware drivers (such as sound/video cards).

- You're using supported sound and video cards.
- You're properly connected to the Internet through your Internet service provider.

Email

You may contact Sony Online Entertainment regarding technical and billing issues by visiting our SOE Support Home at help.station.sony.com. Click on the "Contact SOE Support" link followed by the "Contact Technical/Account/Billing Support" link.

Be sure to select your game title when submitting the email Web form. We will respond to your issue as quickly as possible; however response times may vary depending on the volume of emails received by the Customer Service Department.

Telephone

You may contact Customer Service for telephone support Monday through Friday from 9:00 A.M. to 1:30 P.M. and 3:30 P.M. to 6:00 P.M. Pacific Time (except holidays) at (858) 537-0898. *Star Wars Galaxies* support (858) 790-7827.

Standard Mail

Sony Online Entertainment
Attn: [game title] Technical Support
8928 Terman Court
San Diego, CA 92121

On the Internet

You can find technical help online for each game at these locations:

EverQuest Evolution www.everquest.com/support

EverQuest II www.everquest2.com/support

The Matrix Online

thematrixonline.station.sony.com/support_contacts.vm

PlanetSide Aftershock

<http://planet-side.station.sony.com/support/>

Star Wars Galaxies: Starter Kit

www.starwarsgalaxies.com/support

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2. To play the Game, you must first purchase or receive through an SOE authorized promoter, a disc, such as an authentic disc, bundled with a game, including the Game DVD-ROM (the "disc") or applicable files which we may make available for direct download, which includes software required for the Game (the "Software"). You have a fully paid Account, and

(c) have an Internet connection (which we do not provide) to access your Account. In addition to any fees described herein, you are responsible for paying all applicable taxes (including those we are not required to collect) and for all hardware, software, service and other costs you incur to access your Account. Neither this Agreement nor your Account entitles you to any subsequent releases of the Software, nor to any expansion packs or similar ancillary products, without paying applicable charges. You understand that we may update or otherwise enhance the Software at any time and in doing so incur no obligation to furnish such updates to you pursuant to this Agreement.

3. We may amend this Agreement at any time in our sole discretion. Amendments shall be communicated to you at the time you log into your Account. Such amendments shall be effective whenever we make the notification available for your review.

4. Upon registration, you must select a password. You may not disclose your password to any third party. We never ask you for your password by telephone or email, and you should not disclose it this way if someone asks you to do so. Although we may offer a feature that allows you to "save" or "remember" your password on your hard drive, please note that by using this feature third parties may be able to access your computer and thus your Account.

5. We describe our fees and billing procedures at a hotlink located at www.everquestlive.com, which are incorporated by reference. All fees are stated in U.S. Dollars unless otherwise specified. All fees are prepaid and non-refundable. Upon your acceptance of these terms, we have the right to automatically charge your credit card the Account fee plus any applicable taxes we are required to collect, and you authorize us to do so. Thereafter, each time your Account comes up for renewal, we have the right to charge your credit card the then current renewal rate plus any applicable taxes we are required to collect, and you authorize us to do so. If we are unable to process your credit card at a renewal period, your Account may be immediately terminated. If we make a Game Card available and you use a Game Card to pay for your Account, the Game Card shall activate your Account for the period stated on the Game Card and, thereafter, you will either need to provide a valid credit card or, in which case your credit card will subsequently be charged as referenced above, or purchase another Game Card for subsequent subscription periods, or your Account will be closed. You may terminate your Account at any time through the Account registration process. If you terminate your Account during your initial free period, if any, your account will be closed at the end of the free period and you will not be billed. If you terminate your Account during any subscription cycle, your Account will be closed at the end of the then current cycle and you will not be billed again unless you affirmatively reopen the Account. We do not give full or partial refunds for subscription periods that you have purchased.

6. We may terminate this Agreement (including your Software license and your Account) and/or suspend your Account immediately and without notice if you breach this Agreement or repeatedly infringe any third party intellectual property rights, or if we are unable to verify or authenticate any information you provide to us, or upon gameplay that or any player activity whatsoever which we, in our sole discretion, determine is inappropriate and/or in violation of the spirit of the Game as set forth in the Game player rules of conduct, which are posted at a hotlink at www.everquestlive.com. If we terminate this Agreement or suspend your Account under these circumstances, you will lose access to your Account for the duration of the suspension and/or the balance of any prepaid period without any refund. We may also terminate this Agreement if we decide in our sole discretion, in our discretion, offering the Game in which case we may provide you with a prorated refund of any prepaid amounts.

7. Subject to the terms of this Agreement, we hereby grant to you a non-exclusive, non-transferable, revocable license to use the Software solely in connection with playing the Game on an authorized and fully paid Account. You may not copy, except to make one necessary back-up copy, distribute, sell, auction, rent, lease, loan, modify or create derivative works, adapt, translate, perform, display, sub-license or transfer all or any portion of the Software, and may not copy any of the written materials accompanying the Software. You may not reverse engineer, disassemble or decompile the Software except to the extent that this restriction is expressly prohibited by applicable law. The Software may contain license management software that restricts your use of the Software.

8. We and our suppliers shall retain all rights, title and interest, including, without limitation,

ownership of all intellectual property rights relating to or residing in the Disc, the Software and the Game, all copies thereof, and all Game Character Data in connection therewith. You acknowledge and agree that you have not and will not acquire or obtain any intellectual property or other rights, including any right of exploitation, of any kind in or to the Game, the Software or the Game, including, without limitation, in any character(s), item(s), object(s) or other material or property, and that all such property, material and items are exclusively owned by us.

9. You may not use any third party software to modify the Software to change Game play. You may not create, facilitate, host, link to or provide any other means through which the Game may be played to others, such as through server emulators. You may not make any effort which imparts an unreasonable or disproportionately large load on our infrastructure. You may not buy, sell or purchase for resale or facilitate the ability to allow others to buy, sell or purchase any Game Character(s), item(s), copy or copyrighted material.

10. To obtain an Account, you will be required to choose both a user name and a player name. While you are encouraged to use a pseudonym, especially if you are a minor, you may not pick a name that violates anyone's trademark, publicity rights or other proprietary right(s).

11. As part of your Account, you can upload content to our servers in various forms, such as in the structure you make for the Game and in chat rooms and similar user-to-user areas collectively, your "Content". Your Content must not, in violation of any third party intellectual property or other proprietary or publicity/prosperity rights or violate any law or regulation, (a) be defamatory, abusive, or pornographic or harmful to minors or its content may violate applicable laws, norms, time norms, standards or other computer programming practices that are intended to damage, deliberately interfere with, lawfully-infringed or impermissible any system, data or personal information, (b) may take any action with respect to your Content if we believe it may create liability for us or may cause us to limit or restrict the services of our OGM or other suppliers. You hereby grant to us a worldwide, perpetual, irrevocable, royalty free, nonexclusive through multiple third party right to exercise all intellectual property rights in any media now known or yet currently known, associated with your Content.

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13. WE DISCLAIM THE DISC, THE SOFTWARE, THE ACCOUNT, THE GAME AND ALL OTHER SERVICES "AS IS". WE AND OUR SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES OR CONDITIONS OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY

AND FITNESS FOR A PARTICULAR PURPOSE. Without limiting the foregoing, we do not ensure timeliness, error free, secure or virus free operation of the Site, the Software, the Game, your Account or continued operation or availability of any given server. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of consequential damages, so the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state.

We are not liable for any delay or failure to perform resulting from any causes beyond our reasonable control. Further, we cannot and do not promise or ensure that you will be able to access your Account whenever you want, and there may be extended periods of time when you cannot access your Account.

14. IN NO EVENT SHALL WE, OUR PARENT, OUR AFFILIATES OR OUR SUPPLIERS BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY LOST PROFITS OR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES HOWEVER ARISING, INCLUDING NEGLIGENCE ARISING OUT OF OR IN CONNECTION WITH THE POSSESSION, USE, OR MALFUNCTION OF THE SOFTWARE, YOUR ACCOUNT, THE GAME, THE SOFTWARE OR THIS AGREEMENT. OUR LIABILITY TO YOU OR ANY THIRD PARTY IS LIMITED TO \$400. Some states do not allow the foregoing limitations of liability, so they may not apply to you.

15. You shall comply with all applicable laws regarding your use of the Software, your access to your Account and your playing of the Game, without limiting the foregoing, you may not download, use or otherwise export or re-export the Software except in full compliance with all applicable laws and regulations, including, without limitation, the laws of the United States.

16. This Agreement is governed in all respects by the laws of the State of California as such laws are applied to agreements entered into and to be performed entirely within California between California residents. The UN Convention on Contracts for the International Sale of Goods is expressly disclaimed. Both parties submit to personal jurisdiction in California and further agree that any cause of action arising in this Agreement shall be brought in the County of San Diego, State of California if under State law or the Southern District of California if under federal law. If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this Agreement or your rights hereunder, and any attempt to do so shall be void. This Agreement sets forth the entire understanding and agreement between us and you with respect to the subject matter hereof. If there is a conflict herein, this Agreement shall not be amended except in a writing signed by both parties.

17. All services hereunder are offered by Eidos Online Entertainment Inc., located at 8328 Torrey Pines Court, San Diego, California 92121. Our phone number is 619-591-0898. Contact info for using the Game may be obtained from a notice at www.eidosonline.com and such rules are subject to change at any time. If you are a California resident, you may find this Game information useful to you by sending a letter to the foregoing address with your email address and a request for this information.

The Complaint Database Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted in writing at 400 R Street, Sacramento, CA 95834, or by telephone at (916) 953-5200.

Parental control software (such as computer hardware, software, or filtering devices) are commercially available that may assist you in limiting access to material that is harmful to minors. If you are interested in learning about these products, information is available at <http://www.fcc.gov/children/parents/parents/index.shtml> or other similar sites providing information on such products.

The Software is a "commercial item" if acquired under agreement with the U.S. Government, or any contractor thereunder in accordance with 48 CFR 12.252 of the FAR and, if acquired for Department of Defense (DoD) under 48 CFR 227.7209 of the FAR Supplement, or any succeeding similar regulations.

Please remember to review the current terms and conditions of the EverQuest II User Agreement and Software License. Thank you.

EVERQUEST II USER AGREEMENT AND SOFTWARE LICENSE

THIS AGREEMENT DESCRIBES THE TERMS IN WHICH SONY ONLINE ENTERTAINMENT INC. ("SOE") OFFERS YOU ACCESS TO AN ACCOUNT (THE "ACCOUNT") TO PLAY THE EVERQUEST II FANTASY ONLINE ROLE PLAYING COMPUTER GAME AND ITS EXPANSION PACKS (INDIVIDUALLY AND COLLECTIVELY, THE "GAME"), BY PRESSING THE "I AGREE" BUTTON. YOU ACCEPT THE TERMS AND CONDITIONS BELOW BY PRESSING THE "AGREE" BUTTON. YOU DECLINE OUR OFFER, IN WHICH CASE YOU SHOULD CONTACT YOUR PLACE OF PURCHASE REGARDING ITS RETURN POLICY FOR THE APPLICABLE PRODUCT. IF YOU HAVE ANY QUESTIONS REGARDING THESE TERMS AND CONDITIONS, PLEASE CONTACT CUSTOMER SERVICE AT es2support@sony.com.

1. Accounts are available only to adults as to their disbursement, such as to a child. If you are a minor, your parent(s) or guardian(s) must complete the registration process, in which case they will take full responsibility for all obligations under this Agreement. By clicking the "I Agree" button and providing us with a credit card number, you represent that you are an adult and are either accepting this Agreement on behalf of yourself or your child. You may not transfer or share your Account with anyone, except that if you are a parent or guardian, you may permit one child to use the Account instead of you. In either case you may not use that Account. You are liable for all activities conducted through the Account, and parents or guardians are liable for the activities of their child. Corporations and other entities are not eligible to acquire Accounts.

2. To play the Game, you must (a) purchase or receive through an authorized promotional offer such as an activation disc bundled with a game magazine the Game DVD-ROM (the "Disc"), an applicable file which we may make available for direct download, which includes software required for the Game (the "Software"), (b) have a fully paid Account, and (c) have at least the minimum system requirements to operate the Game and an Internet connection (both of which we do not provide) to access your Account. In addition to any fees mentioned herein, you are responsible for paying all applicable taxes (including those we are not required to collect) and for all hardware, software, service and other costs you incur to obtain your Account. Under this Agreement, for your Account enables you to (a) sub-license features of the Software, or its any expansion packs or similar ancillary product, without paying additional charges. You understand that we may update or otherwise enhance the Software at any time and in doing so we have no obligation to furnish such updates to you pursuant to this Agreement. You understand that online games evolve over time and, according to their requirements to play the Game may change over time.

3. We may amend this Agreement at any time in our sole discretion. Amendments may be communicated to you at the time you log into your Account. Such amendments shall be effective whenever we make the notification available for your review.

4. Upon registration, you must create a password. You may not transfer your password to any third party. We never ask you for your password by telephone, in game communication, over chat or email, and you should not disclose it this way. If someone asks you to do so, although we may offer a reward that allows you to "hack" or "hackerize" your password at your last price, please note that by using this feature third parties may be able to access your computer and thus your Account.

5. We describe our fees and billing procedures at a notice located at www.everquest2.com which are incorporated by reference and are subject to change at any time. All fees are stated in U.S. Dollars, unless otherwise specified. If fees are provided and nonrefundable upon your acceptance of these terms, we have the right to automatically charge your credit card. The Account fee plus any applicable taxes we are required to collect, and you authorize us to do so. Therefore, each time your Account renews or for renewal, we have the right to charge your credit card the then-current renewal rate plus any applicable taxes we are required to collect and you authorize us to do so. If we are unable to receive your credit card at a renewal period, your Account may be immediately terminated. If we make a Game Card available and you use a Game Card to pay for your Account, the Game Card that accrues to your Account for the period stated on the Game Card and thereafter you will either need to

depends a valid credit card on which case your credit card will subsequently be charged as indicated above or purchase another Game Card for subsequent subscription periods, or your Account will be closed. You may terminate your Account at any time through the Account registration process. If you terminate your Account during your initial free period, if any, your account will be closed at the end of the free period and you will not be billed. If you terminate your Account during any subscription cycle, your Account will be closed at the end of the then-current cycle and you will not be billed again unless you affirmatively reopen the Account. We do not give full or partial refunds for subscription periods that you have purchased.

6. We may terminate this Agreement (including your Software license and your Account) and/or suspend your Account immediately and without notice if: (i) you violate any provision of this Agreement; (ii) infringe any third party intellectual property rights; (iii) if we are unable to verify or authenticate any information you provide to us; (iv) upon allegation, chat or any player activity whatsoever which we, in our sole discretion, determine is inappropriate and/or in violation of the spirit of the Game; or (v) upon any violation of the Station Terms of Service and/or the Game Rules or Conduct - both of which are posted at a portion of www.eurogamer2.com. If we terminate this Agreement or suspend your Account under these circumstances, you will lose access to your Account for the duration of the suspension and/or the balance of any prepaid period without any refund. We may also terminate this Agreement if we decide, in our sole discretion, to discontinue offering the Game. In which case we may provide you with a prorated refund of any amount amounts.

7. Subject to the terms of this Agreement, we hereby grant to you a non-exclusive, non-transferable, non-sublicensable license to use the Software solely in connection with playing the Game via an authorized and fully-paid Account. You may not copy (except to make one necessary backup copy), distribute, sell, auction, rent, lease, loan, modify or create derivative works, adapt, translate, perform, display, sublicense or transfer all or any portion of the Software. You may not copy any of the written, digital or electronic materials accompanying the Software unless we expressly permit you to do so in writing, and then only to the extent permitted. You may not reverse engineer, disassemble or decompile the Software except to the extent that this restriction is expressly prohibited by applicable law. The Software may contain license management software that restricts your use of the Software.

8. We and our suppliers that retain all rights, title and interest, including without limitation, ownership of all intellectual property rights resulting in or resulting in the Game, the Software and the Game, all related thereto, and all game character data is confidential information. We acknowledge and agree that you have not and will not acquire or obtain any intellectual property or other rights, including any right of reproduction, of any kind in or to the Game, the Software or the Game, including without limitation, in any artwork, music, character(s), item(s), sound(s) or other material or property under any compilation or copyrightable arrangement of any of the above collectively, "Works", and that all such property, material, data and Works are exclusively owned by us.

9. You may not use any software to modify the Software to change Game play. You may not create, distribute, host, link to or provide any other means through which the Game may be played by others, such as through server emulators. You may not download or modify any data transferred between client and server and you may not use, post, host or distribute material, "mods" or other programs which would allow unauthorized game play in which otherwise impact game play. You may not take any action which imposes an unreasonable or disproportionate large load on our infrastructure. You may not buy, sell or auction or hold or facilitate the ability to allow others to buy, sell or auction any Game items, characters, items, item(s) or copyrighted material or any other intellectual property owned or controlled by us or our licensors without first obtaining our express written permission.

10. To obtain an Account, you will be required to choose both a login name and a game name. While you are encouraged to use a pseudonym, especially if you are a minor, you may not pick a name that violates anyone's trademark, right(s) or other proprietary rights.

11. As part of your Account, you can upload content to our servers in various forms, such as to the selection you make for the Game or game play and chat, and in that regard, and under your better legal understanding, your "Content". You warrant that such all infringe

any third party intellectual property, other proprietary or publicity/privacy rights, (b) violate any law or regulation, (c) be defamatory, profane, obscene, child pornographic or harmful to minors, or (d) contain any viruses, trojan horses, worms, time bombs, cancelbots or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information. We may take any action with respect to your Content if we believe it may create liability for us or may cause us to lose (in whole or in part) the services of our ISPs or other suppliers. You hereby grant to us a worldwide, perpetual, irrevocable, royalty free, sublicenseable (through multiple tiers) right to exercise all rights of any kind or nature associated with your Content, including, without limitation, all intellectual property rights, and all ancillary and subsidiary rights thereto, in any languages and in any media now known or not currently known.

12. We cannot ensure that your private communications and other personally identifiable information will not be disclosed to third parties. For example, we may be forced to disclose information to the government or third parties under certain circumstances, or third parties may unlawfully intercept or access transmissions or private communications. Additionally, we can (and you authorize us to) disclose any information about you to private entities, law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate to investigate or resolve possible problems or inquiries. Furthermore, if you request any technical support, you consent to our remote accessing and review of the computer you load the Software onto for purposes of support and debugging. You agree that we may communicate with you via telephone, email and any similar technology for any purpose relating to the Game, the Software and any services or software which may in the future be provided by us or on our behalf. You may choose to visit www.everquest2.com, www.station-sony.com, or other SOE web sites if such web sites offer services such as an EverQuest II game themed chat room or other services of interest to you. You are subject to the terms and conditions, privacy customs and policies of SOE when on such web sites and in connection with use of your Account and the Game, which terms and conditions, policies and customs are incorporated herein by this reference. Since we do not control other web sites and/or privacy policies of third parties, different rules may apply to their use or disclosure of the personal information you disclose to others. Solely for the purpose of patching and updating the Game and/or Software and ensuring the integrity of the Game, you hereby grant us permission to (i) upload Game related file information and data from the Game directory and (ii) download Game files to you. You acknowledge that any and all character data is stored and is resident on our servers, and any and all communications that you make within the Game (including, but not limited to, messages solely directed at another player or group of players) traverse through our servers, may or may not be monitored by us or our agents, you have no expectation of privacy in any such communications and expressly consent to such monitoring of communications you send and receive. You acknowledge and agree that we may transfer Game and your Account information (including your personally identifiable information and personal data) to the United States or other countries or may share such information with our licensees and agents in connection with the Game.

13. WE PROVIDE THE DISC, THE SOFTWARE, THE ACCOUNT, THE GAME AND ALL OTHER SERVICES "AS IS." WE AND OUR SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES OR CONDITIONS OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Without limiting the foregoing, we do not ensure continuous, error free, secure or virus free operation of the Disc, the Software, the Game, your Account or continued operation or availability of any given server. Some states do not allow limitations as to how long an implied warranty lasts, and/or exclusions or limitations of consequential damages, so the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state.

We are not liable for any delay or failure to perform resulting from any causes beyond our reasonable control. Further, we cannot and do not promise or ensure that you will be able to access your Account whenever you want, and there may be extended periods of time when you cannot access your Account. You assume the entire risk as to the results and performance of the Software and the Game in connection with your hardware and software, and you assume the entire cost of all servicing, repair and/or correction of your hardware and software.

14. IN NO EVENT SHALL WE, OUR PARENT, OUR LICENSORS, OUR AFFILIATES OR OUR SUPPLIERS, AND EACH OF OUR AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS, BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY LOST PROFITS OR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES (HOWEVER ARISING, INCLUDING NEGLIGENCE) ARISING OUT OF OR IN CONNECTION WITH THE POSSESSION, USE, OR MALFUNCTION OF THE SOFTWARE, YOUR ACCOUNT, THE GAME, OR THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, DAMAGE TO PROPERTY AND TO THE EXTENT PERMITTED BY APPLICABLE LAW DAMAGES FOR PERSONAL INJURY EVEN IF WE, OUR LICENSORS AND EACH OF OUR RESPECTIVE AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS. THE LIABILITY OF SOE, OUR LICENSORS OR ANY OF OUR OR THEIR RESPECTIVE PARENT OR AFFILIATED COMPANIES TO YOU OR ANY THIRD PARTIES IS LIMITED TO \$100. YOU AGREE TO WAIVE ANY RIGHT TO EQUIVOCAL RELIEF INCLUDING, WITHOUT LIMITATION, INJUNCTIVE RELIEF AGAINST SOE, ITS LICENSORS, THEIR PARENTS OR AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS TO ENFORCE THE TERMS HEREIN; HOWEVER, THE FOREGOING SHALL NOT PRECLUDE SOE AND/OR ITS LICENSORS FROM SEEKING ANY INJUNCTIVE RELIEF. Some states do not allow the foregoing limitations of liability, so they may not apply to you.

15. You shall comply with all applicable laws regarding your use of the Software, the Game, your access to your Account, and your playing of the Game. Without limiting the foregoing, you may not download, use or otherwise export or re-export the Software except in full compliance with all applicable laws and regulations, including, without limitation, the laws of the United States.

16. This Agreement is governed in all respects by the laws of the State of California as such laws are applied to agreements entered into and to be performed wholly within California between California residents. The U.S. Convention on Contracts for the International Sale of Goods is expressly disclaimed. SOE parties submit to personal jurisdiction in California and further agree that any cause of action relating to this Agreement shall be brought in the County of San Diego, State of California (if under State law) or the Southern District of California (if under federal law). If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced. Our failure to act with respect to a breach by you of these Terms shall waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this agreement or your rights hereunder and any attempt to do so is null. If you, this Agreement sets forth the entire understanding and agreement between us, and you with respect to the subject matter hereof. Except as provided herein, this Agreement may not be amended except in a writing signed by both parties.

17. All terms and conditions are offered by Sony Online Entertainment Inc., located at 9335, Sennar Court, San Diego, California 92121. Our phone number is 18881831069. Current rates for using the Game may be obtained from a notice at www.sony.com, and such rates are subject to change at any time. If you are a California resident, you may have this same information emailed to you by sending a letter to the foregoing address with your e-mail address and a request for this information.

The Complaint Resolution Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted in writing at 400 N. Street, Sacramento, CA 95834, or by telephone at 1800 952-5279.

Parental control protections (such as content warnings, software or filtering restrictions) commonly available from many online gaming sites, to ensure that it is suitable for minors, if you are interested in learning about these protections, information is available at <http://www.millipede.com/parents/onlinegaminginfo.cfm> or other similar sites providing information on such protections.

The Software is a "commercial" item if acquired under agreement with the U.S. Government, or any contractor thereunder in accordance with 48 CFR 12212 of the FAR and if acquired for Department of Defense (DoD) (MIL 45 CFR 2271722) of the FAR and if acquired in any succeeding similar acquisition.

Revised 11th August, 2005

Please remember to review the current terms and conditions of the User Agreement and Software License. Thank you.

PLANETSIDE® USER AGREEMENT AND SOFTWARE LICENSE

THIS AGREEMENT DESCRIBES THE TERMS ON WHICH SONY ONLINE ENTERTAINMENT INC. ("SOE") OFFERS YOU ACCESS TO AN ACCOUNT (THE "ACCOUNT") TO PLAY THE PLANETSIDE MASSIVELY MULTIPLAYER ONLINE COMBAT GAME FOR THE PC AND ANY EXPANSION PACKS (JOINTLY AND COLLECTIVELY THE "GAME"). BY PRESSING THE "I ACCEPT" BUTTON, YOU ACCEPT THE TERMS AND CONDITIONS BELOW. BY PRESSING THE "I DO NOT ACCEPT" BUTTON, YOU DECLINE OUR OFFER. IN EITHER CASE YOU SHOULD CONTACT YOUR PLACE OF PURCHASE REGARDING ITS RETURN POLICY FOR THE APPLICABLE PLANETSIDE PRODUCT.

1. Accounts are available only to adults or, in their discretion, their minor child. If you are a minor, your parent(s) or guardian(s) must complete the registration process. In which case they will take full responsibility for all actions under this Agreement, by checking the "I Accept" button and providing us with a credit card number or, if more available by SOE, a valid Game Card. You represent that you are an adult and are either accepting this Agreement on behalf of yourself or your child. You may not transfer or share your Account with anyone, except that if you are a parent or guardian, you may permit one child to use the Account instead of you in which case you may not use that Account. You are liable for all activities conducted through the Account, and parents or guardians are liable for the activities of their child. Corporations and other entities are not eligible to procure Accounts.

2. To play the Game, you must first purchase or receive through an authorized promotional offer (such as an authentic disk bundled with a game magazine) the Planetside DVD-ROM for the PC (the "Disc"), or applicable files which we may make available for direct download, which includes software required for the Game (the "Software"). We have a fully paid Account, and we have an Internet connection (which we do not provide) to access your Account. In addition to any fees described herein, you are responsible for paying all applicable taxes (including those we are not required to collect) and for all hardware, software, services and other costs you incur to access your Account. Notwithstanding your Account enables you to play subsequent releases of the Software, not to any subsequent works or similar ancillary products, without paying applicable charges. You understand that we may update or otherwise enhance the Software at any time and in doing so must so notify you to further your updates to you pursuant to this Agreement.

3. We may amend this Agreement at any time in our sole discretion. Amendments shall be communicated to you at the time you log into your Account. Such amendments shall be effective whenever we make the notification available for your review.

4. Upon registration, you must select a password. You may not disclose your password to any third party. We never ask you for your password by telephone or email, and you should not disclose it this way if someone asks you to do so. Although we may offer a feature that allows you to "deny" or "disconnect" your password on your hard drive, please note that by using this feature third parties may be able to access your computer and thus your Account.

5. We reserve our fees and billing procedures at a website located at www.sonyonline.com which are incorporated by reference. All fees are stated in U.S. Dollars unless otherwise specified. All fees are prepaid and non-refundable. Upon your acceptance of these terms, we have the right to automatically charge your credit card the Account fee plus any applicable taxes, we are required to collect, and you authorize us to do so. Thereafter, each time your Account comes up for renewal, we have the right to charge your credit card the then-current renewal rate plus any applicable taxes we are required to collect, and you authorize us to do so. If we are unable to process your credit card at a renewal period, your Account may be immediately terminated. If we make a Game Card available and you use a Game Card to pay for your Account, the Game Card shall activate your Account for the period stated on the Game Card and, thereafter, you will either need to provide a valid credit card (in which case your credit card will automatically be charged at the renewal date) or purchase another Game Card for subsequent subscription periods, or your Account will be closed. You may terminate your Account at any time through the Account management process. If you terminate your Account during your initial free period, if any, your Account will be closed at the

out of the free period and you will not be billed. If you terminate your Account during any subscription cycle, your Account will be closed at the end of the then-current cycle and you will not be billed again unless you affirmatively reopen the Account. We do not give full or partial refunds for subscription periods that you have purchased.

6. We may terminate this Agreement (including your Software license and root Access) and/or suspend your Account immediately and without notice if you breach this Agreement or repeatedly infringe any third party intellectual property rights, or if we are unable to verify or authenticate any information you provide to us, or upon completion, onset or any player activity whatsoever which we, in our sole discretion, determine is inappropriate under the violation of the spirit of the Game as set forth in the Game **the player rules of conduct, which** are posted at a link located at www.playmades.com. If we terminate this Agreement or suspend your Account under these circumstances, you will lose access to your Account for the duration of the suspension and/or the balance of any prepaid period without any refund. We may also terminate this Agreement if we decide, in our sole discretion, to discontinue offering the Game, in which case we may provide you with a prepaid refund of any prepaid amounts.

7. Except to the extent of this Agreement, we hereby grant to you a non-exclusive, non-transferable, revocable license to use the Software solely in connection with playing the Game via an authorized and fully paid Account. You may not copy, import to make use necessary back-up copies, distribute, rent, auction, rent, lease, loan, modify or create derivative works, adapt, promote, perform, display, sublicense or transfer all or any portion of the Software. You may not copy any of the written materials accompanying the Software. You may not reverse engineer, disassemble or decompile the Software except to the extent that this restriction is expressly prohibited by applicable law. The Software may contain license management software that restricts your use of the Software.

8. We and our suppliers own certain rights, title and interest, including, without limitation, ownership of all intellectual property rights relating to or resulting in the DGL, the Software and the Game, all copies thereof, and all game character data in connection therewith. You acknowledge and agree that you have not and will not attempt to obtain any intellectual property or other rights, including any right of exploitation, of any kind in or to the DGL, the Software or the Game, including, without limitation, in any character(s), item(s), story(s) or other material or property and that all such property, material and items are exclusively owned by us.

9. You may not use any third party software to modify the Software to change Game play. You may not create, facilitate, host, link to or provide any other means through which the Game may be played by others, such as through server emulators. You may not take any action which imposes an unreasonable or disproportionate large load on our infrastructure. You may not host, sell or acquire the right or facilitate the ability to allow others to buy, sell or auction any Game characters, items, monetary value such as coin, if any, or in-game-related material.

10. In obtaining an Account, you will be required to choose both a login name and a player name. While you are encouraged to use a pseudonym, especially if you are a minor, you may not give a name that includes anyone's trademarks, publicity rights or other proprietary rights.

11. As part of your Account, you are subject to our terms at various times, such as in the sections you make up the Game and in chat rooms and similar user-to-user areas. In addition, your "Content", your Content shall not in any way infringe any third party intellectual property, other proprietary or publicity/privacy rights, do violate any law or regulations (to be defamatory, obscene, child pornography, or harmful to minors, or do contain any violent, racist, sexist, racist, racist, racist, racist or other harmful programming (including that any intended to damage, automatically interfere with, corrupt/destroy, interrupt or interrupt any system, data or beneficial information. We may take any action with respect to your Content if we believe it may create liability for us or our service or to limit its while or in part the services of our game or other suppliers. You agree to grant to us a worldwide, exclusive, irrevocable, royalty free, sublicenseable through multiple third party host to enforce all intellectual property rights, in any media now known or not currently known, associated with your Content. Additionally, the Game may include certain optional voice communication for

turns that you may choose to use. If you use these online communications features, if any, to send or receive online messages through the Game, you agree that (a) you will not receive or send any Content in violation of this Agreement, (b) we are not responsible for any Content transmitted by you, other users, or any other third parties, and (c) we are not responsible for any use of such features by any other users or third parties, including without limitation, uses that may result in unauthorized access or damage to your computer and/or the information stored there.

12. We cannot ensure that your private communications and other personally identifiable information will not be disclosed to third parties. For example, we may be forced to disclose information to the government or third parties under certain circumstances, or third parties may unlawfully intercept or access transmissions or private communications. Additionally, we can limit your authority as to disclose any information about you to private entities, law enforcement or other government officials, or we, in our sole discretion, believe necessary or appropriate to investigate or resolve possible problems or inquiries. Furthermore, if you request any technical support, you consent to our remote accessing and review of the computer you had the Software installed for purposes of support and debugging. You agree that we may communicate with you via email and any similar technology for any purpose relating to the Game, the Software and any services or products which may in the future be provided by us or on our behalf. You may choose to visit www.playcity.com or www.station.sony.com, the web site of Sony Online Entertainment Inc. ("The Operator") if such web sites offer services such as a PlayerList game theoretical issue or other services of interest to you. You are subject to the terms and conditions, rules of play and privacy policies of Sony Online Entertainment Inc. while on such web sites and/or in connection with use of your Account and the Game, which terms and conditions, rules of play and privacy policies are incorporated herein by this reference. Since we do not control other web sites and/or privacy policies of third parties, different rules may apply to their use in disclosure of the personal information you disclose to others. Solely for the purpose of searching and updating the Game, you hereby grant or authorize in the Game the independent use of the Game Operators and/or download Game files to you. You acknowledge that any and all character data is stored and is resident on our servers, and any and all communications that you make within the Game (including but not limited to, messages sent directed at another player or group of players) traverse through our servers, may or may not be monitored by our personnel, you have to expectations of privacy in any such communications and you expressly consent to monitoring of communications that you send and receive. You acknowledge and agree that we may transfer such information (including, without limitation, your personally identifiable information or personal data) to the United States or other countries or may share such information with our licensors and agents in connection with the Game. Player files may incorporate third party and/or third technology from providers such as Motion Picture Digital ("MPEG"), this technology, if used by SOE, is limited to you, making certain assets, do to be temporarily uploaded to your PC or device and repeated in-game after connection. As part of that process, we personally identifiable information about you is collected and may used temporarily identifiable information that is in accordance with Sony's privacy policy. As part of that process, we personally identifiable information about you is collected and may used temporarily identifiable information that is in accordance with Sony's privacy policy. As part of that process, we personally identifiable information about you is collected and may used temporarily identifiable information that is in accordance with Sony's privacy policy. For full details, see Motion's privacy policy at <http://www.motion.com/corporate/privacy.htm>.

13. WE PROVIDE THE DISC, THE SOFTWARE, THE ACCOUNT, THE GAME AND ALL OTHER SERVICES "AS IS." WE AND OUR SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES OR CONDITIONS OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, without limiting the foregoing, we do not make (continuous, on-line, service or on-line service of the Disc, the Software, the Game, your Account or continued operation or availability of any given server, game states do not have limitations as to how long it is required waiting lists and/or execution by limitations of computer hardware, or the whole limitations and/or execution of ability may not apply to you. The warranty given you shall be limited to you and you may have limited legal rights when you buy from state to state.

We are not liable for any delay or failure to perform resulting from and caused beyond our reasonable control. Further we cannot and do not promise or ensure that you will be able to access your Account whenever you want and there may be circumstances of force when you cannot access your Account.

14. IN NO EVENT SHALL WE, OUR PARENT, OUR AFFILIATES OR OUR SUPPLIERS BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY LOST PROFITS OR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES (HOWEVER ARISING, INCLUDING NEGLIGENCE) ARISING OUT OF OR IN CONNECTION WITH THE POSSESSION, USE, OR MALFUNCTION OF THE SOFTWARE, YOUR ACCOUNT, THE GAME, OR THIS AGREEMENT. OUR LIABILITY TO YOU OR ANY THIRD PARTIES IS LIMITED TO \$100. Some states do not allow the foregoing limitations of liability, so they may not apply to you.

15. You shall comply with all applicable laws regarding your use of the the Software, your access to your Account and your playing of the Game. Without limiting the foregoing, you may not download, use or otherwise export or re-export the Software except in full compliance with all applicable laws and regulations, including, without limitation, the laws of the United States.

16. This Agreement is governed in all respects by the laws of the State of California as such laws are applied to agreements entered into and to be performed entirely within California between California residents. The UN Convention on Contracts for the International Sale of Goods is expressly disclaimed. Both parties submit to personal jurisdiction in California and further agree that any cause of action relating to this Agreement shall be brought in the County of San Diego, State of California (if under State law) or the Southern District of California (if under federal law). If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this Agreement or your rights hereunder, and any attempt to the contrary is void. This Agreement sets forth the entire understanding and agreement between us and you with respect to the subject matter hereof. Except as provided herein, this Agreement may not be amended except in a writing signed by both parties.

17. All services hereunder are offered by Sony Online Entertainment Inc., located at 8928 Terman Court, San Diego, California 92121. Our phone number is (858) 537-0898. Current rates for using the Game may be obtained from a hot link located at www.planetside.com, and such rates are subject to change at any time. If you are a California resident, you may have this same information emailed to you by sending a letter to the foregoing address with your email address and a request for this information.

The Complaint Assistance Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted in writing at 400 R Street, Sacramento, CA 95814, or by telephone at (800) 995-3292.

Parental control protections (such as computer hardware, software, or filtering services) are commercially available that may assist you in limiting a child's access to material that is harmful to minors. If you are interested in learning about these protective technologies, information is available at <http://www.fcc.gov/parents/yourchild/controls.html> or other similar sites providing information on such protections.

The Software is a commercial item if acquired under agreement with the U.S. Government or any contractor therefor in accordance with 48 CFR 12.212 of the FAR and if acquired for Department of Defense purposes. 48 CFR 227.7202 of the DoD FAR Supplement, or any succeeding similar regulations.

Please remember to review the current terms and conditions of the Terms of Use and Software License for *Star Wars Galaxies: An Empire Divided*. Thank you.

TERMS OF USE FOR STAR WARS GALAXIES™: AN EMPIRE DIVIDED™

THIS AGREEMENT DESCRIBES THE TERMS UNDER WHICH SONY ONLINE ENTERTAINMENT INC. ("WE" OR "SOE") OFFERS YOU ACCESS TO AN ACCOUNT (THE "ACCOUNT") AND THE SERVICE TO ALLOW YOU TO PLAY THE STAR WARS GALAXIES: AN EMPIRE DIVIDED ONLINE FANTASY ROLE PLAYING COMPUTER GAME AND ITS EXPANSION PACKS (THE "GAME"). BY CLICKING THE "ACCEPT" BUTTON, YOU ACCEPT THE TERMS AND CONDITIONS BELOW. BY CLICKING THE "DECLINE" BUTTON, YOU DECLINE OUR OFFER IN WHICH CASE YOU MUST NOT INSTALL OR USE THE SOFTWARE, DELETE THE SOFTWARE AND ALL RELATED FILES FROM YOUR COMPUTER, AND PROMPTLY RETURN THE GAME PACKAGE AND ITS CONTENTS TO THE PLACE OF PURCHASE FOR A REFUND OR EXCHANGE SUBJECT TO THE RETURN POLICY OF THE RETAILER.

1. Accounts are available only to adults or, in their discretion, their minor child. If you are a minor, your parent or guardian must complete the registration process, in which case he or she takes full responsibility for all obligations under this Agreement. By clicking the "I Accept" button, you represent that you are an adult and are accepting this Agreement either on behalf of yourself or your child. You may not transfer or share your Account with anyone, except that if you are a parent or guardian, you may permit one child to use the Account instead of you (in which case you may not use that Account). You are liable for all activities conducted through the Account, and parents or guardians are liable for the activities of their child. Corporations and other entities are not eligible to procure Accounts.

2. To play the Game, you must: (i) purchase the Software (as defined below in Paragraph 7) for *Star Wars Galaxies: An Empire Divided* and any expansion packs you wish to play; (ii) have a fully paid Account; (iii) have a valid credit card (or, if we wish to make it available, a paid game card); and (iv) have an Internet connection (which we do not provide or pay for) to access your Account. In addition to any fees described herein, you are responsible for paying all applicable taxes (including those we are not required to collect) and for all hardware, software, service and other costs you incur to access your Account. Neither this Agreement nor your Account entitles you to any subsequent releases of the Game and/or the Software, any expansion packs nor similar ancillary products. You understand that we may update or otherwise enhance the Game and/or the Software at any time and in doing so incur no obligation to furnish such updates to you pursuant to this Agreement. You understand that online games evolve over time and, accordingly, system requirements to play the Game may change over time.

3. We may amend this Agreement at any time in our sole discretion. Amendments shall be communicated to you at the time you log into your Account. Such amendments shall be effective whenever we make the notification available for your review.

4. In the Account registration process, you will be required to choose a login name and a password. While you are encouraged to use a pseudonym, especially if you are a minor, you may not choose a login name that violates anyone's trademarks, publicity rights or other proprietary rights. You may not disclose your password to any third party. We never ask you for your password by email, and you should not disclose it via email if someone asks you to do so. There may be an additional charge to reissue lost passwords. Although we may offer a feature that allows you to "save" or "remember" your password on your hard drive, please note that third parties may be able to access your computer, and thus your Account.

5. We describe our fees for playing the Game and billing procedures related to the Account on the web at a link located at www.starwarsgalaxies.station.sony.com ("the Game Site"). The fees for the Game and billing procedures set forth on the Game Site are incorporated herein by reference and are subject to change at any time. All fees are stated in U.S. dollars unless otherwise specified. All fees are prepaid and non-refundable. Upon your acceptance of these terms, we have the right to automatically charge your credit card the Account fee plus any applicable taxes we are required to collect, and you authorize us to do so. Thereafter, each time your Account comes up for renewal, we have the right to automatically charge your credit card the then-current renewal fee plus any applicable taxes we are required to collect, and you authorize us to do so. If we are unable to process your credit card at a renewal period, your Account may be immediately terminated. In the event that we choose to make a paid game card available, the procedures associated with such game card will be set forth on the web at a link located at the Game Site. We are under no obligation to make a game card available for the Game. You may terminate your Account at any time through the Account registration process. If you terminate your Account during your initial free period, your account will be closed at the end of the free period and you will not be billed. If you terminate your Account during any subscription cycle, your Account will be closed at the end of the then-current cycle and you will not be billed again unless you affirmatively reopen the Account. We do not give full or partial refunds for subscription periods that you have purchased.

6. We may terminate this Agreement and/or suspend your Account immediately and without notice: (i) if you violate any provision of this Agreement; (ii) if you infringe any third party intellectual property rights; (iii) if we are unable to verify or authenticate any information you provide to us; (iv) if you violate any of the player rules of conduct located at the Game Site or The Station (as defined below in Paragraph 9) rules of conduct located at [29](http://www.star-</p></div><div data-bbox=)

from any item on the Internet or from any other place, neither of which we may amend or supplement from time to time, in our discretion, so that if you engage in game play, that for any player activity whatsoever which we, in our discretion, determine is inappropriate, worthy of restriction is the spirit of the Spirit. If we terminate the Agreement or suspend your Account under these circumstances, you will lose access to your Account for the duration of the suspension and/or the balance of any prepaid period without any refund. We may also terminate this Agreement if we decide, in our sole discretion, to discontinue offering the Game, in which case we may provide you with a prorated refund of any prepaid amounts.

7. You acknowledge that you are bound by the terms and conditions of the Software License and Limited Warranty that accompanies the Game. You acknowledge and agree that you have not and will not acquire or obtain any intellectual property or other rights, including any right of exploitation, in any kind in or to the software, artwork, music, and other components included in the accompanying DVD-ROM (the "Software") or the Game, including, without limitation, in any character, name, trademark or other material or property. You may not use any third party software to modify the Software or to change game play. You may not create, facilitate, host, use or provide any other means through which the Game may be played by others, such as through server emulators. Additionally, you may not engage in multiplaying the multi-player play over unauthorized networks. You may not attempt to modify any data transmitted between client and server; you may not use or distribute macros or other programs which would allow unintended game play or which otherwise impact game play. You may not take any action which impacts an unauthorized or third-party's large land (as determined by us) on our infrastructure. You may not buy, sell or otherwise use, host or facilitate the ability to allow others to buy, sell or otherwise use any Account or any Game characters, items, credits or unhighlighted material or any other information improperly used or controlled by us in our Game without first obtaining our express written permission.

8. As part of your Account, you can upload content to our servers in various forms, such as in the avatars that you make for the Game, in-game posts and chat, and in chat rooms and similar user-server areas (collectively, your "Content"). If we, or our licensors, reasonably determine that your Content contains any material that infringes any of our respective or our licensors' intellectual property interests, thereafter, such Content shall be referred to as "Derivative Content". You hereby acknowledge and agree that any such Derivative Content is owned by our licensors or us. For any of your Content that is not a Derivative Content, you hereby exclusively grant and irrevocably assign to our licensors and us all rights of any kind or nature throughout the universe to such Content (including all such rights and subsidiary rights therein which include, without limitation, merchandising and interactive media rights) in any languages and media now known or not currently known. To the extent that any of the rights in such Derivative Content possibly be assigned under applicable law, you hereby exclusively grant to our licensors and us a universal, perpetual, irrevocable right to such Derivative Content through multiple tiers; right to exercise all rights of any kind or nature associated with your Content, and all subsidiary and subsidiary rights therein, in any languages and media now known or not currently known. You hereby appoint our licensors and us as your attorneys-in-fact, which appointment is coupled with an interest and is irrevocable, to act as your lawful either jointly or separately and to execute, deliver, record and file such documents necessary to document, perfect, protect and enforce the rights granted to both our licensors and us under this Agreement. Your Content shall not in any way infringe any third party intellectual property, other proprietary or public domain rights or violate any law or regulation (to be determined, however, under applicable or relevant law) or contain any viruses, fraud, defamatory, obscene, child pornography or harmful to minors, or it contain any other, third party, or other, time-bomb, cancellable or other similar programming features that are designed to, through, circumvent, interfere with, destroy, alter, use or otherwise use, access, data or personal information. We may take any action with respect to your Content if we believe it may cause liability for our licensors or us or may cause us to lose (or risk or forfeit) the services of our ISPs or other suppliers.

9. We do not ensure that your private communications and other personally identifiable information will not be disclosed to third parties. For example, we may be forced to disclose information to the government or law enforcement under certain circumstances or third parties may unlawfully intercept or access transmissions or private communications. Additionally, we can send you e-mails as we may have any information about you to prevent crimes, law enforcement or other government actions as we, in our sole discretion, believe necessary or

appropriate to investigate or resolve possible problems or inquiries. You acknowledge and agree that we may transfer such information (including, without limitation, your personally identifiable information or personal data) to the United States or other countries or may share such information with our licensees and agents in connection with the Game. Furthermore, if you request any technical support, you consent to our remote accessing and review of the computer you load the Software onto for purposes of support and debugging. You agree that we may communicate with you via email and any similar technology for any purpose relating to the Game, the Software and any services or software which may in the future be provided by us or our affiliates. You may choose to visit www.station.sony.com ("The Station"), SIE's web site, if The Station offers services such as a Game sharing chat room or other services of interest to you. You are subject to the terms and conditions, privacy or privacy and policies of SIE, while on The Station. Since we do not control other web sites and/or privacy policies of third parties, different rules may apply to their use or disclosure of the personal information you disclose to others. Except for the purpose of patching and updating the Game and/or the Software and ensuring the integrity of the Game, you hereby grant us permission to: (i) upload Game-related file information and data from your computer and file downloaded Game files to you; (ii) acknowledge that any and all on-line data is stored and is resident on our servers, and any and all communications that you make within the Game (including, but not limited to, messages sent directed at another player or group of players) traverse through our servers; may or may not be monitored by us or our agents; you have no expectation of privacy in any such communications and expressly consent to such monitoring of communications you send and receive.

13. SIE EXPRESSLY DISCLAIMS ALL WARRANTIES OR CONDITIONS OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow the disclaimer of implied warranties, so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state.

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16. You shall comply with all applicable laws regulating your use of the Software, your access to your Account and your playing of the Game. Without limiting the foregoing, you may not download, use or otherwise export or re-export the Software except in full compliance with all applicable laws and regulations.

18. This Agreement is governed in all respects by the laws of the State of California in such law as are applied to agreements entered into and to be performed entirely within California between California residents. The UN Convention on Contracts for the International Sale of Goods is expressly disclaimed. You and SOE will submit to personal jurisdiction in California and further agree that any cause of action relating to this Agreement, your Account and/or the Game shall be brought and maintained in a court in San Diego County, California or at SOE's option, in the state courts located within the County of Marin, State of California or the federal courts of the Northern District of California, and you waive any claim that other such forum is inconvenient. If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforceable. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this Agreement or your IPGMI Network, and any attempt to do so is void. This Agreement sets forth the entire understanding and agreement between you and SOE with respect to the subject matter herein. Except as provided herein, this Agreement may not be amended except in a writing signed by both parties.

If you have any questions regarding your Account or how to play the Game, please contact SOE customer service at www.starwarsgalaxy.com/support

All Account, registration, server management and server operation services hereunder are offered by Sony Online Entertainment Inc. and not by SOE's licensors. SOE is located at 8978 Termon Court, San Diego, California 92121. Its phone number is (619) 531-0098. Current fees, as described in Paragraph 5, above, for using the Game may be obtained online at www.starwarsgalaxy.com/terms, and such fees are subject to change at any time. If you are a California resident, you may have this game information mailed to you by sending a letter to the foregoing address with your address and a request for this information. The Consumer Reliance Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted at 400 H Street, Sacramento, CA 95834, or by telephone at (916) 550-5200.

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Updated August 15, 2005

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KIND OF LEGAL CLAIM (WHETHER IN CONTRACT, TORT, OR OTHERWISE) WILL NOT EXCEED THE AMOUNT YOU ORIGINALLY PAID FOR THE USE OF THE SOFTWARE. YOU AGREE TO WAIVE ANY RIGHT TO EQUITABLE RELIEF, INCLUDING, WITHOUT LIMITATION ANY INJUNCTIVE RELIEF, TO ENFORCE THE TERMS HEREOF. THE FURTHER ACKNOWLEDGE THAT THE LIMITATIONS OF LIABILITY IN THIS AND OTHER PROVISIONS OF THIS AGREEMENT AND THE ALLOCATION OF RISK HEREIN ARE AN ESSENTIAL ELEMENT OF THE BARGAIN BETWEEN THE PARTIES, WITHOUT WHICH SOE WOULD NOT HAVE ENTERED INTO THIS AGREEMENT. SOE'S PRICING REFLECTS THIS ALLOCATION OF RISK AND THE LIMITATION OF LIABILITY SPECIFIED HEREIN.

In addition to agreeing to the terms stated herein, you also acknowledge and agree that in order to play *Star Wars Galaxies: An Empire Divided* or any expansion packs thereto (collectively, the "Game") you will need the Software, a computer that meets the minimum specifications required to play the Game (which you understand and agree may change from time to time), and a fully paid and/or a credit card to establish and pay for the account for an authorized free trial account. Unless otherwise directed by SOE, you will need *Star Wars Galaxies: An Empire Divided* or *Star Wars Galaxies: Chronicles* and, possibly, other online expansion packs in order to also use subsequent expansion packs. In addition, because the Game may only be played over the Internet, you must have a connection to the Internet. SOE is not responsible for providing you with an Internet connection or for the limits of such connection.

You further acknowledge and agree that the version of the Game covered by this Agreement is intended to be played only within North America and Europe and that your use of Internet connection from located outside of North America or Europe may not allow you to properly access the servers that control the Game. Additionally, you may not be able to access technical support for the Game if you are located outside of North America. You also agree to accept and be bound by the standard terms of use ("Terms of Use"), which you can find from a link located at <http://www.starwarsgalaxies.com/onlinegame/soe/soe/>. The Terms of Use may be amended from time to time by SOE or its LICENSEE in its or their own discretion, and you will be bound by any such amendments once they are posted at the Site. If you are unable to access these terms, you can request a written copy by sending a self-addressed stamped envelope to Sony Online Entertainment Inc., Customer Service Department, 19440 Fernhill Court, San Diego, California 92127.

If you do not agree to the Terms of Use, do not click the "Accept" button that is displayed when you install the Game and promptly return that package and its contents to the place of purchase for a refund or exchange subject to the return policy of the retailer. If you have any questions concerning the Terms of Use, please contact Sony Online Entertainment Inc. at the address listed above, via email at support@soe.com, or by phone at (858) 790-7477.

If any provision of this Agreement is found to be invalid or unenforceable, such provision shall be struck and the validity and enforceability of the remainder of this Agreement shall in no way be affected or impaired thereby and such provision shall be reformed to the maximum extent possible so as to effect the intent of the parties and that be reformed without further action by the parties to the extent necessary to make such provision valid and enforceable. SOE's failure to act with respect to a breach by you or others does not waive SOE's right to act with respect to subsequent or similar breaches, nor will any single or partial exercise of any right hereunder preclude further exercise of any other right hereunder. This Agreement sets forth the entire understanding and agreement between you and SOE with respect to the subject matter herein. Except as provided herein, this Agreement may not be amended except in a written signed by both parties, provided, however that SOE has the right, without notice and/or without a writing signed by both parties, to amend this Agreement in connection with any modifications or updates to the Software.

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If the Software is acquired under agreement with the U.S. government or any contractor thereunto, it is acquired as "commercial computer software" subject to the provisions hereof as specified in 48 CFR 12.212 of the FAR and if acquired for Department of Defense contracts, 48 CFR 227.1202 of the DoD FAR Supplement or hereinafter succeeding thereto.

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Please remember to review the current terms and conditions of The Matrix Online User Agreement and Software License. Thank you.

THE MATRIX ONLINE USER AGREEMENT AND SOFTWARE LICENSE

THIS AGREEMENT DESCRIBES THE TERMS ON WHICH SONY ONLINE ENTERTAINMENT INC. ("SOE") OFFERS YOU ACCESS TO AN ACCOUNT (THE "ACCOUNT") TO PLAY THE MATRIX ONLINE ROLE PLAYING COMPUTER GAME AND ANY EXPANSION PACKS (INDIVIDUALLY AND COLLECTIVELY THE "GAME") BY PRESSING THE "I ACCEPT" BUTTON. YOU ACCEPT THE TERMS AND CONDITIONS BELOW BY PRESSING THE "DECLINE" BUTTON. YOU DECLINE OUR OFFER, IN WHICH CASE YOU SHOULD CONTACT YOUR PLACE OF PURCHASE REGARDING ITS RETURN POLICY FOR THE APPLICABLE PRODUCT. IF YOU HAVE ANY QUESTIONS REGARDING THESE TERMS AND CONDITIONS, PLEASE CONTACT CUSTOMER SERVICE AT customer@soe.com OR 1-800-828-8888.

Certain servers may be designated by SOE as being for transactions through Matrix Exchange - all such transactions and disputes in connection therewith are also governed by the Sony Exchange Software Agreement (the "Exchange Agreement"). This Agreement and SOE retains the ultimate right to modify its games and all elements of its servers, items and monetary items collectively, "Virtual Goods." Therefore, you acknowledge that SOE can alter, and will, in its discretion, modify features, functions or abilities of any element of the game or any Virtual Good. These modifications, among other things, make the Virtual Good substantially more efficient or functional, or ~~less efficient or functional~~ more efficient or less efficient, or otherwise enhance it.

YOU PROMISE, THEREFORE, THAT YOU WILL NEVER ASSERT OR MAKE ANY CLAIM OR SUIT AGAINST SOE, ITS LICENSEES, ANY SONY COMPANY, OR ANY EMPLOYEE OF ANY OF THE ABOVE, WHICH IS RELATED TO OR BASED ON (1) A CLAIM THAT YOU "LOST" ANY VIRTUAL GOODS IN ANY GAME, OR A CLAIM FOR THE "VALUE" OF VIRTUAL GOODS IF SOE DELETED THEM, AND/OR (2) TERMINATES YOUR ACCOUNT, IF YOU OR ANYONE ACTING IN CONJUNCTION WITH YOU VIOLATES ANY PROVISION OF THE EXCHANGE AGREEMENT, THIS AGREEMENT, THE GAME'S RULES OF CONDUCT, SOE'S TERMS OF SERVICE AND/OR SOE'S PRIVACY POLICY OR OF WHICH ARE POSTED AT www.sony.com/onlinegame, OR (3) A CLAIM FOR THE "VALUE" OF VIRTUAL GOODS THAT YOU MAY LOSE IF SOE DOES ANYTHING THAT IT IS ENTITLED TO DO PURSUANT TO ANY PROVISION OF THE EXCHANGE AGREEMENT, THIS AGREEMENT, THE GAME'S RULES OF CONDUCT, SOE'S TERMS OF SERVICE AND/OR SOE'S PRIVACY POLICY OR FOR ANY MALFUNCTION AND/OR "BUG" IN THE GAME, AND/OR (4) A CLAIM THAT THE "VALUE" OF ANY VIRTUAL GOODS HAS INCREASED OR DECREASED BY VIRTUE OF ANY GAME MODIFICATION THAT SOE HAS MADE OR WILL MAKE. ALL OF THE ABOVE APPLIES WHETHER ON AN EXCHANGE-ENABLED SERVER OR ON A NON-EXCHANGE-ENABLED SERVER.

(*) Accounts are available only to adults or, in their discretion, their minor child. If you are a minor, your parent(s) or guardian(s) must complete the registration process, in which case they will take full responsibility for all obligations under this Agreement. By clicking the "I Accept" button and providing us with a valid card number, you warrant that you are an adult and are either accepting this Agreement on behalf of yourself or your child. You may

not transfer or share your Account with anyone, except that if you are a parent or guardian, you may permit and allow to use the Account instead of you (in which case you may not use that Account). You are liable for all activities conducted through the Account, and parents or guardians are liable for the activities of their child. Corporations and other entities are not eligible to procure Accounts.

2. To play the Game, you must (a) purchase or receive through an SOI authorized promotional offer (such as an authorized giveaway) with a game magazine the Game Disc-ROM (the "Disc") or applicable files which we may make available for direct download, which includes software required for the Game (the "Software"), (b) have a fully paid Account, and (c) have at least the minimum system requirements to operate the Game and an Internet connection (none of which we do not provide) to access your Account. In addition to any fees described herein, you are responsible for paying all applicable taxes (including those we are not required to collect) and for all hardware, software, service and other costs you incur to access your Account. Notwithstanding this Agreement and your Account entitles you to any future game releases of the Game(s), we in our discretion make or similar auxiliary products, without paying applicable charges. You understand that we may update or otherwise enhance the Software at any time and in doing so have no obligation to furnish such updates to you pursuant to this Agreement. You understand that game patches evolve over time and, accordingly, system requirements to play the Game may change over time.

3. We may amend this Agreement at any time in our sole discretion. Amendments shall be communicated to you at the time you log into your Account. Such amendments shall be effective whenever we make the notification available for your review.

4. Upon registration, you must select a password. You may not disclose your password to any third party. We never ask you for your password by e-mail, or game communications, live chat or email, and you should not disclose it this way if someone asks you to do so. Although we may offer a feature that allows you to "save" or "remember" your password on your hard drive, please note that by using this feature third parties may be able to access your computer and thus, your Account.

5. We describe our fees and billing procedures at a website located at www.thompsongame.com, which are incorporated by reference and are subject to change at any time. All fees are stated in U.S. Dollars unless otherwise specified. All fees are prepaid and non-refundable. Upon your acceptance of these terms, we have the right to automatically charge your credit card the Account fee (as are available later we are required to adjust), and you authorize us to do so. Therefore, each time your Account charges for renewal, we have the right to charge your credit card the then-current fee (as are available later we are required to adjust), and you authorize us to do so. If we are unable to process your credit card at a renewal period, your Account may be immediately terminated if we make a Game Card available and you use a Game Card to play the Game. However, the Game Card still activate your Account for the period stated on the Game Card and, therefore, you will either need to provide a valid credit card by which case your credit card will automatically be charged as indicated above or purchase another Game Card for subsequent subscription periods. If your Account will be \$10.00. You may terminate your Account at any time through the Account page of our website. If you terminate your Account during your initial free period, if any, your account will be closed at the end of the free period and you will not be billed. If you terminate your Account during any subsequent cycle, your Account will be closed at the end of the then-current cycle and you will not be billed again unless you affirmatively request the Account. We do not give full or partial refunds for subscription periods that you have purchased.

6. We may terminate this Agreement (including your Software license and your Account) and/or suspend your Account immediately and without notice if (i) you violate any provision of this Agreement; (ii) infringe any third party's intellectual property rights; (iii) if we are unable to verify or authenticate any information you provide to us; (iv) you cheat game play; (v) in any player activity whatsoever which we, in our sole discretion, determine is inappropriate and/or in violation of the spirit of the Game(s); (vi) any violation of the Terms of Service and/or the Game Rules of Conduct and/or violation of the License Agreement; (vii) we terminate this Agreement for suspending your Account under these circumstances; and (viii) we have reason to believe that you are in violation of the Game(s) and/or the Terms of Service and/or the Game Rules of Conduct and/or violation of the License Agreement. We may also terminate this Agreement if we decide, in our sole discretion, to discontinue offering the Game, in which case we may

provide you with a prorated refund of any prepaid amounts.

7. Subject to the terms of this Agreement, we hereby grant to you a non-exclusive, non-transferable, revocable license to use the Software solely in connection with playing the Game via an authorized and fully-paid Account. You may not copy (except to make one necessary back-up copy), distribute, sell, auction, rent, lease, loan, modify or create derivative works, adapt, translate, perform, display, sublicense or transfer all or any portion of the Software. You may not copy any of the written, digital or electronic materials accompanying the Software unless we expressly permit you to do so in writing, and then only to the extent permitted. You may not reverse engineer, disassemble or decompile the Software except to the extent that this restriction is expressly prohibited by applicable law. The Software may contain license management software that restricts your use of the Software.

8. We and our licensors and suppliers shall retain all rights, title and interest, including, without limitation, ownership of all intellectual property rights relating to or residing in the Disc, the Software and the Game, all copies thereof, and all game character data in connection therewith. You acknowledge and agree that you have not and will not acquire or obtain any intellectual property or other rights, including any right of exploitation, of any kind in or to the Disc, the Software or the Game, including, without limitation, in any artwork, music, character(s), item(s), monetary unit(s) or other material or property, and/or any compilation or copyrightable arrangement of any of the above (collectively, "Rights"), and that all such property, material, items and Rights are exclusively owned by us - except solely as SOE may permit you to exploit Virtual Goods in connection with Station Exchange.

9. You may not use any software to modify the Software to change Game play. You may not create, facilitate, host, link to or provide any other means through which the Game may be played by others, such as through server emulators. You may not decrypt or modify any data transmitted between client and server and you may not use, post, host or distribute macros, "bots" or other programs which would allow unattended game play or which otherwise impact game play. You may not take any action which imposes an unreasonable or disproportionately large load on our infrastructure. Except in connection with Station Exchange (to the extent we may that service available to you) and subject to all of the provisions of the Station Exchange Service Agreement, you may not buy, sell or auction (or host or facilitate the ability to allow others to buy, sell or auction) any Game account, characters, items, monetary units or copyrighted material or any other intellectual property owned or controlled by us or our licensors without first obtaining our express written permission.

10. To obtain an Account, you will be required to choose both a login name and a player name. While you are encouraged to use a pseudonym, especially if you are a minor, you may not pick a name that violates anyone's trademarks, publicity rights or other proprietary rights.

11. As part of your Account, you can upload content to our servers in various forms, such as in the selections you make for the Game, in-game posts and chat, and in chat rooms and similar user-to-user areas (collectively, your "Content"). Your Content shall not: (a) infringe any third party intellectual property, other proprietary or publicity/privacy rights; (b) violate any law or regulation; (c) be defamatory, profane, obscene, child pornographic or harmful to minors; or (d) contain any viruses, trojan horses, worms, time bombs, cancelbots or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information. We may take any action with respect to your Content if we believe it may create liability for us or may cause us to lose (in whole or in part) the services of our ISPs or other suppliers. You hereby grant to us a worldwide, perpetual, irrevocable, royalty-free, sublicenseable (through multiple tiers) right to exercise all rights of any kind or nature associated with your Content, including, without limitation, all intellectual property rights, and all ancillary and subsidiary rights thereto, in any languages and in any media now known or not currently known.

12. We cannot ensure that your private communications and other personally identifiable information will not be disclosed to third parties. For example, we may be forced to disclose information to the government or third parties under certain circumstances, or third parties may unlawfully intercept or access transmissions or private communications. Additionally, we can (and you authorize us to) disclose any information about you to private entities, law enforcement or other government officials as we, in our sole discretion, believe necessary or

appropriate to investigate or resolve possible problems or inquiries. Furthermore, if you request any technical support, you consent to our remote accessing and review of the computer you load the Software onto for purposes of support and debugging. You agree that we may communicate with you via telephone, email and any similar technology for any purpose relating to the Game, the Software and any services or software which may in the future be provided by us or on our behalf. You may choose to visit www.thematrixonline.com, www.station.sony.com, or other SOE web sites if such web sites offer services such as a Matrix Online themed chat room or other services of interest to you. You are subject to the terms and conditions, privacy customs and policies of SOE while on such web sites and in connection with use of your Account and the Game, which terms and conditions, policies and customs are incorporated herein by this reference. Since we do not control other web sites and/or privacy policies of third parties, different rules may apply to their use or disclosure of the personal information you disclose to others. Solely for the purpose of patching and updating the Game and/or Software and ensuring the integrity of the Game, you hereby grant us permission to (i) upload Game-related file information and data from the Game directory and (ii) download Game files to you. You acknowledge that any and all character data is stored and is resident on our servers, and any and all communications that you make within the Game (including, but not limited to, messages solely directed at another player or group of players) traverse through our servers, may or may not be monitored by us or our agents, you have no expectation of privacy in any such communications and expressly consent to such monitoring of communications you send and receive. You acknowledge and agree that we may transfer Game and your Account information (including your personally identifiable information and personal data) to the United States or other countries or may share such information with our licensees and agents in connection with the Game.

13. WE PROVIDE THE DISC, THE SOFTWARE, THE ACCOUNT, THE GAME AND ALL OTHER SERVICES "AS IS." WE AND OUR SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES OR CONDITIONS OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Without limiting the foregoing, we do not ensure continuous, error-free, secure or virus-free operation of the Disc, the Software, the Game, your Account or continued operation or availability of any given server. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of consequential damages, so the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state.

We are not liable for any delay or failure to perform resulting from any causes beyond our reasonable control. Further, we cannot and do not promise or ensure that you will be able to access your Account whenever you want, and there may be extended periods of time when you cannot access your Account. You assume the entire risk as to the results and performance of the Software and the Game in connection with your hardware and software, and you assume the entire cost of all servicing, repair and/or correction of your hardware and software.

14. IN NO EVENT SHALL WE, OUR PARENT, OUR LICENSORS, OUR AFFILIATES OR OUR SUPPLIERS, AND EACH OF OUR AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS, BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY LOST PROFITS OR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES (HOWEVER ARISING, INCLUDING NEGLIGENCE) ARISING OUT OF OR IN CONNECTION WITH THE POSSESSION, USE, OR MALFUNCTION OF THE SOFTWARE, YOUR ACCOUNT, THE GAME, OR THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, DAMAGE TO PROPERTY AND TO THE EXTENT PERMITTED BY APPLICABLE LAW DAMAGES FOR PERSONAL INJURY, EVEN IF WE, OUR LICENSORS AND EACH OF OUR RESPECTIVE AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS. THE LIABILITY OF SOE, OUR LICENSORS OR ANY OF OUR OR THEIR RESPECTIVE PARENT OR AFFILIATED COMPANIES TO YOU OR ANY THIRD PARTIES IS LIMITED TO \$100. YOU AGREE TO WAIVE ANY RIGHT TO EQUITABLE RELIEF INCLUDING, WITHOUT LIMITATION, INJUNCTIVE RELIEF AGAINST SOE, ITS LICENSORS, THEIR PARENTS OR AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS TO ENFORCE THE TERMS HEREOF; HOWEVER, THE FOREGOING SHALL NOT PRECLUDE SOE AND/OR ITS LICENSORS FROM SEEKING ANY INJUNCTIVE RELIEF. Some states do not allow the foregoing limitations of liability, so they may not apply to you.

15. You shall comply with all applicable laws regarding your use of the Software, the Disc, your access to your Account and your playing of the Game. Without limiting the foregoing, you may not download, use or otherwise export or re-export the Software except in full compliance with all applicable laws and regulations, including, without limitation, the laws of the United States.

16. This Agreement is governed in all respects by the substantive laws of the State of Delaware and of the United States of America. Notwithstanding the foregoing, Section 17(b) below shall be governed by the Federal Arbitration Act. The UN Convention on Contracts for the International Sale of Goods is expressly disclaimed. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this Agreement or your rights hereunder, and any attempt to the contrary is void. This Agreement sets forth the entire understanding and agreement between us and you with respect to the subject matter hereof. Except as provided in section 3 herein, this Agreement may not be amended except in a writing signed by both parties.

17. Resolution of Disputes

In order to expedite and control the cost of disputes, you and SOE agree that any legal or equitable claim relating to this Agreement (referred to as "Claim") will be resolved as follows:

a. Informal Resolution.

You and SOE agree that we will first try to resolve any Claim informally. Accordingly, neither of us may start a formal proceeding (except for Claims involving any violation of the federal trademark or copyright laws, or for injunctive relief) for at least 30 days after one of us notifies the other of a Claim in writing. SOE will send its notice to your billing address, with a copy via email to your email address. You will send your notice to Sony Online Entertainment, 8928 Terman Court, San Diego, CA 92121 Attn: Legal Department.

b. Formal Resolution - US Residents

(1) Agreement to Arbitrate.

Except as provided in Section 17(b)(3) below, if we cannot resolve a Claim informally, we agree that any and all Claims either of us asserts shall be resolved solely through binding arbitration. The arbitration will be conducted under the rules of the Judicial Arbitration and Mediation Service ("JAMS") that are in effect at the time the arbitration is initiated, including the rules for the exchange of non-privileged and relevant information, and under the rules set forth in this Agreement. If there is a conflict between JAMS rules and the rules set forth in this Agreement, the rules set forth in this Agreement will govern. If you initiate the arbitration, you agree to pay a fee of \$125 or, if less and you tell SOE in writing, the amount that you would pay to initiate a lawsuit against SOE in the appropriate court of law in your state. Other fees will be paid in accordance with JAMS rules. The arbitration will be held at a location in your hometown area (meaning, the closest JAMS dispute resolution center to your hometown) unless you and SOE both agree to another location. In the arbitration proceeding, the arbitrator must follow applicable law, and any award may be challenged if the arbitrator fails to do so. Forms and other information on filing such a Claim can be found at www.jamsadr.com.

BY AGREEING TO ARBITRATE AS SET FORTH HEREIN, YOU UNDERSTAND THAT WE ARE BOTH WAIVING OUR RIGHT TO SUE IN COURT AND HAVE A JURY TRIAL.

(2) Special Rules.

You and SOE agree that the type of arbitration in which we both agree to participate is between SOE and you as an individual. YOU AND SOE ARE AGREEING THAT NEITHER OF US WILL UTILIZE OR ATTEMPT TO UTILIZE CLASS ACTION ARBITRATION PROCEDURES IN ANY ARBITRATION.

(3) Exceptions.

Notwithstanding the foregoing, (i) any Claim involving a violation of the federal trademark or copyright laws, or a Claim for injunctive relief, may be decided only by a federal court (or, for injunctive relief, federal or state court) in the County of San Diego, State of California; and

(ii) neither you nor SOE shall be precluded from filing a Claim in small claims court for disputes within the small claims court jurisdictional level.

c. Formal Resolution - International Residents

Both parties submit to personal jurisdiction in California and further agree that any Claim shall be exclusively brought in the County of San Diego, State of California, United States of America, in the appropriate state or federal court.

d. Severability

You and SOE agree that if Section 17(b)(1) is found to be unenforceable by a court of competent jurisdiction, it shall be severed from this Agreement and - in that event -- you and SOE agree to submit to personal jurisdiction in California and agree that any Claim shall be exclusively brought in the appropriate state or federal court in the County of San Diego, State of California. You and SOE also agree that if Section 17(b)(2) is found to be unenforceable by a court of competent jurisdiction, then - regardless of the enforceability of Section 17(b)(1) -- any class action Claim shall be exclusively brought in the appropriate state or federal court in the County of San Diego, State of California and you agree to submit to personal jurisdiction in California.

18. All services hereunder are offered by Sony Online Entertainment Inc., located at 8928 Terman Court, San Diego, California 92121. Our phone number is (858) 537-0898. Current rates for using the Game may be obtained from a hotlink at www.thematrixonline.com, and such rates are subject to change at any time. If you are a California resident, you may have this same information emailed to you by sending a letter to the foregoing address with your email address and a request for this information.

The Complaint Assistance Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted in writing at 400 R Street, Sacramento, CA 95814, or by telephone at (800) 952-5210.

Parental control protections (such as computer hardware, software, or filtering services) are commercially available that may assist you in limiting access to material that is harmful to minors. If you are interested in learning about these protections, information is available at <http://www.worldvillage.com/wv/school/html/control.htm> or other similar sites providing information on such protections.

The Software is a "commercial item" if acquired under agreement with the U.S. Government or any contractor therewith in accordance with 48 CFR 12.212 of the FAR and, if acquired for Department of Defense (DoD) units, 48 CFR 227-7202 of the DoD FAR Supplement, or any succeeding similar regulations.

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